

REMARKS

This application has been carefully reviewed in light of the Office Action dated December 22, 2008. Claims 1, 20 to 22, 41 to 43, 46, 49, 50, 52 to 54 and 56 to 64 remain pending in the application, with Claim 26 having been cancelled herein. Claims 1, 22, 43 and 46 are independent. Reconsideration and further examination are respectfully requested.

Claims 1, 20 to 22, 26, 41 to 43, 46, 49, 50, 52 to 54 and 56 to 64 were rejected under 35 U.S.C. § 103(a) over Japan 2000-259583 (Yuichi) in view of allegedly well known art. Reconsideration and withdrawal of the rejections are respectfully requested.

The invention concerns sending status messages of an apparatus to a destination selected by a user, in a language selected by the user. According to the claims, in response to a request from a computer on the network, a communication controller sends data to the computer for enabling a user of the computer, by using a browsing software running on the computer, to input a first destination to which a message is to be transmitted, to select one of a plurality of languages which are available in the controller to create the message, and to input a second destination to which a reply to the message is to be sent. When the user inputs data into a browsing software screen, the apparatus receives data indicating the first destination, selected language, and input second destination. Thereafter, when status information of the apparatus is obtained, a message is created in the selected language and includes the second destination data, based on the obtained status. The created message is then transmitted to the first destination.

Referring specifically to the claim language, amended independent Claim 1 is directed to a communication controller for controlling communication between an apparatus and a computer, comprising a data sending unit that sends, to the computer, data for enabling a user of the computer, by using a browsing software running on the computer, to input a first destination to which a message is to be transmitted from said communication controller, to select one of a plurality of languages which are available in the communication controller to create the message, and to input a second destination to which a reply to the message is to be transmitted from the first destination, in response to a request from the computer to send the data, a receiving unit that receives, from the computer, first destination data indicating the first destination input by the user in the browsing software, language data indicating the language selected by the user in the browsing software, and second destination data indicating the second destination input by the user in the browsing software, based on the data sent to the computer by the data sending unit, an obtaining unit that obtains information concerning a status of the apparatus, a message creating unit that creates a message, based on the information obtained by said obtaining unit, in the language indicated by the language data received by said receiving unit, the message including the second destination data received by said receiving unit, and a transmitting unit that transmits the message created by said message creating unit to the first destination based on the first destination data received by said receiving unit.

Claims 22, 43 and 46 are apparatus, method, and computer medium claims, respectively, that substantially corresponding to Claim 1.

Yuichi is not seen to teach the features of the invention, and in particular, is not seen to teach at least the features of a communication controller/apparatus i) sending, to a computer in response to a request from the computer, data for enabling a user of the computer, by using a browsing software running on the computer, to a) input a first destination to which a message is to be transmitted from the communication controller/apparatus, b) to select one of a plurality of languages which are available in the communication controller/apparatus to create the message, and c) to input a second destination to which a reply to the message is to be transmitted from the first destination, ii) receiving, from the computer, first destination data indicating the first destination input by the user in the browsing software, language data indicating the language selected by the user in the browsing software, and second destination data indicating the second destination input by the user in the browsing software, and iii) creating a message, based on obtained information concerning a status of the apparatus, in the language indicated by the received language data, the message including the received second destination data, and transmitting the created message to the first destination.

In this regard, Yuichi discloses that an NMS (network management system) 200 detects a failure on a network 100, a server 300 generates failure information concerning the failure detected by the NMS 200 in a language suitable for a user to which the failure should be notified and in a format suitable for a notification media owned by the user to which the failure should be notified, and the server 300 notifies the generated failure information to a notification destination of the user to which the failure should be notified. In addition, if the failure information is notified to the notification destination, the

user of the notification destination issues a trouble ticket and transmits the issued trouble ticket to a help desk system.

However, Yuichi does not disclose that, in the case where server 300 generates the failure information, information concerning the destination to which the trouble ticket should be transmitted is included in the failure information. Further, unlike the controller of Claim 1, Yuichi does not disclose any means of “sending, to a computer, data for setting second destination data by using a browsing software of the computer” and “receiving, from the computer, the second destination data set by using the browsing software of the computer”. Accordingly, it is not possible from Yuichi to derive the constitution of the present invention that, in the case where the message is created based on the information concerning the status of the apparatus, the second destination data indicating the destination to which a reply to the message input by the user of the computer is included.

In Yuichi, it is supposed that the user who received the failure information from the server 300 inputs information concerning the transmission destination every time the user transmits the trouble ticket to the help desk system. In this case, the user who received the failure information from the server 300 has to input the transmission destination of the trouble ticket every time the user transmits the trouble ticket. Such an operation is troublesome for the user. In addition, a danger that the user fails to input the transmission destination increases. In this case, there is a fear that the trouble ticket cannot be transmitted to the appropriate destination. Further, in Yuichi, for example, even if the user who received the failure information from the server 300 transmits the trouble ticket

by replying to the failure information, the destination to which the trouble ticket is transmitted is the server 300 from which the failure information was transmitted, whereby it is impossible to transmit the trouble ticket to the help desk (system).

In view of the foregoing deficiencies of the applied art, independent Claims 1, 22, 43 and 46, as well as the claims dependent therefrom, are believed to be allowable.

No other matters having been raised, the entire application is believed to be in condition for allowance and such action is respectfully requested at the Examiner's earliest convenience.

Applicants' undersigned attorney may be reached in our Costa Mesa, California office at (714) 540-8700. All correspondence should continue to be directed to our below-listed address.

Respectfully submitted,

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